



Provider Communication

Subject: Changes in Remittance Advice Distribution Methods	Priority: High
Date: May 11, 2005	Message ID: ACSBNR05112005_1

Dear Provider:

Effective **May 1, 2005**, Remittance Advices (RAs) will be distributed differently for providers who meet the criteria described below.

A) Providers who currently receive an average of 200 pages of paper RAs per week

Providers who currently receive Remittance Advices (RAs) averaging over 200 pages per week will receive their RAs on CDs instead of paper. The RAs will be in a .pdf format and will be delivered in the same timeframe as the paper RA. By receiving the RA on a CD, providers will be able to:

- Search the electronic RA to locate specific claims.
- Copy or save the RA files to a local desktop or network drive.
- Reduce paper storage costs and save on the expense of making paper copies of the RAs.

Note: Providers can open the .pdf files using Adobe Acrobat Reader 6.0. If you do not have this software, it can be downloaded free of charge at **www.adobe.com**.

Instructions for locating specific information with Adobe Reader

You can find specific information such as a member name, ID number or TCN using the “Find” function in Adobe Reader. Each version of Adobe Acrobat Reader may be different, however if you use the menus, you can locate the “Find” or “Search” option (depending on the version you have). This option is typically in the “Edit” menu on the Tool Bar.

For further assistance in using this function, open up Adobe Acrobat and go to Help and look under “F” for “find”. Directions will be listed.

B) Providers who currently receive both X12N 835 electronic files AND paper RAs

Providers who currently receive both the electronic X12N 835 and paper RAs will receive only the electronic X12N 835 on the Bulletin Board System.

C) Providers who currently receive both electronic RAs on the Web portal Message Center AND paper RAs

Providers who currently receive both the electronic RAs on the Web portal Message Center and paper RAs will only receive their RAs electronically on the Message Center. Your RAs are available in the Message Center for 30 days. Please download the RA to your local desktop or network within 30 days.

D) Providers who are registered web users and currently receive paper RAs

Providers who are registered web users and currently receive paper RAs will only receive their RAs electronically on the web's Message Center. For providers who have not yet used the Message Center at www.ghp.georgia.gov,

- After logging in, click on the "My Workspace" tab located at the top of the page.
- Click on the "Message Center" link on the right side of the page.

Your RAs are available in your Message Center for 30 days. Please download the RA to your local desktop or network within 30 days.

If you are registered for the web but have not used your log in, you may go to the "Forgot your Password?" section of the Web portal below the log in box, send an inquiry through the "Contact Us" section of the web or call the Customer Interaction Center for assistance.

What if I still want to receive paper?

If you are a provider impacted by these upcoming changes and you would like to continue to receive paper RAs, you need to do one of the following:

- 1) Fax your request to 1-866-483-1044 on company letterhead with your Payee Provider ID and request. Please include contact information if not on letterhead.
- 2) Mail in the paper RA option form that will be included in the April RAs. Please fill out the form completely and mail it to the address on the form.

If you have questions, please contact the Customer Interaction Center at 404-298-1228 (metro Atlanta) or 1-800-766-4456 (toll free) or you may contact us via email by using "Contact Us" on the website at www.ghp.georgia.gov.